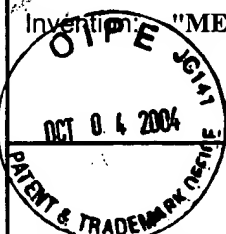


AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 1732(42059-01170)	
Applicant(s): RUPE, et al.					
Application No. 09/923,984	Filing Date AUGUST 7, 2001	Examiner KAREN L. LE	Customer No. 25231	Group Art Unit 2642	Confirmation No. 3566

Invention: **"METHOD AND SYSTEM FOR CALL QUEUING AND CUSTOMER APPLICATION INTERACTION"**



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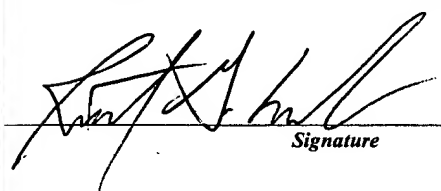
COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.
The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	11 -	20 =	0 x	\$18.00	\$0.00	
INDEP. CLAIMS	3 -	3 =	0 x	\$86.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00	

☒ No additional fee is required for amendment.
☐ Please charge Deposit Account No. _____ in the amount of _____
☐ A check in the amount of _____ to cover the filing fee is enclosed.
☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account **50-1419**
☒ Any additional filing fees required under 37 C.F.R. 1.16.
☐ Any patent application processing fees under 37 CFR 1.17.
☐ Payment by credit card. Form PTO-2038.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

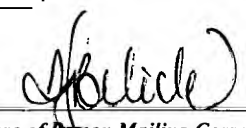


Signature

ROBERT G. CROUCH
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3151 S. VAUGHN WAY #411
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720-562-5506

Dated: **SEPTEMBER 29, 2004**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on SEPT. 29, 2004.


Signature of Person Mailing Correspondence

TERRI BELICH
Typed or Printed Name of Person Mailing Correspondence



2642


PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:
RUPE et al.
Serial No.: 09/923,984
Filed: August 7, 2001
Atty. File No.: 1732 (42059-01170)
Confirmation No.: 3566
For: "METHOD AND SYSTEM FOR CALL
QUEUEING AND CUSTOMER
APPLICATION INTERACTION"

) Group Art Unit: 2642
)
) Examiner: Le, Karen L.
)
)
)

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<p style="text-align: center;">CERTIFICATE OF MAILING</p> <p>I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO COMMISSIONER FOR PATENTS, P.O. Box 1450, Alexandria, VA 22313-1450 ON SEPTEMBER 29, 2004.</p> <p style="text-align: center;">MARSH FISCHMANN & BREYFOGLE, LLP</p> <p>BY:  TERRI BELICH</p>

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Mail Stop: Amendment

Dear Sir or Madam:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of June 30, 2004 (Paper No. 13). Based on the amendments and remarks presented below, reconsideration and further examination are requested.

Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows: